bematech

SB9011D All-in-one Touch POS Terminal

USER MANUAL

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1 Overview

Thank you for purchasing the SB9011D all-in-one touch POS terminal, Bematech is committed to continuously improve product quality and provide better after-sales service. In order to take full advantage of our devices, we strongly recommend that you take the time to read this manual before diving into software solution.

Note: *Information in this manual may change without prior notice.*

1.1 Safety Information

- Before plug in the product, please make sure the power you provide meets the power requirements (such as voltage, frequency); Make sure the ground terminal of the power outlet is working properly.
- Lightning may damage this product. During lightning storms, unplug the network cable, power cable and any other connections.
- Turn off power before connecting any devices (except USB devices) to the terminal.
- Do not attempt to open the chassis. You may be hurt by electric shock. For service, call your place of purchase.
- Do not spill liquid on the terminal. Do not place any objects into the ventilation holes of this product. It may cause short-circuit of the internal components and cause a fire or electric shock.
- After the computer is stored below temperature of 10 ° C, please place the machine in room temperature (10-35 ° C) in the original packing for at least two hours to allow the terminal to restore to room temperature before operation. This is to avoid condensation that might bring electrical damage.
- Keep the terminal clean, dry, and away from dust, moisture and direct sunlight.
- Do not use harsh chemicals or strong cleaning solvents to clean the

monitor screen. Wipe it clean with a soft terry cloth applied with a mild solution

- Do not share the same power outlet with high-power electrical appliances; keep distance from high level magnetic interference.
- Do not the use sharp pointed objects to work with the touch screen to avoid damage to the screen.

When the following occurs:

- Liquid gets inside the POS terminal;
- Accidental physical damage;
- POS terminal produces a burning smell;

Immediately disconnect the power supply, unplug the power cord, and contact a qualified service technician.

1.2 Electromagnetic compatibility statement

FCC NOTICE

This device complies with Part 15 of FCC Rules. Operations are subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

EUROPEAN COMMUNITY (CE) MARK OF CONFORMITY

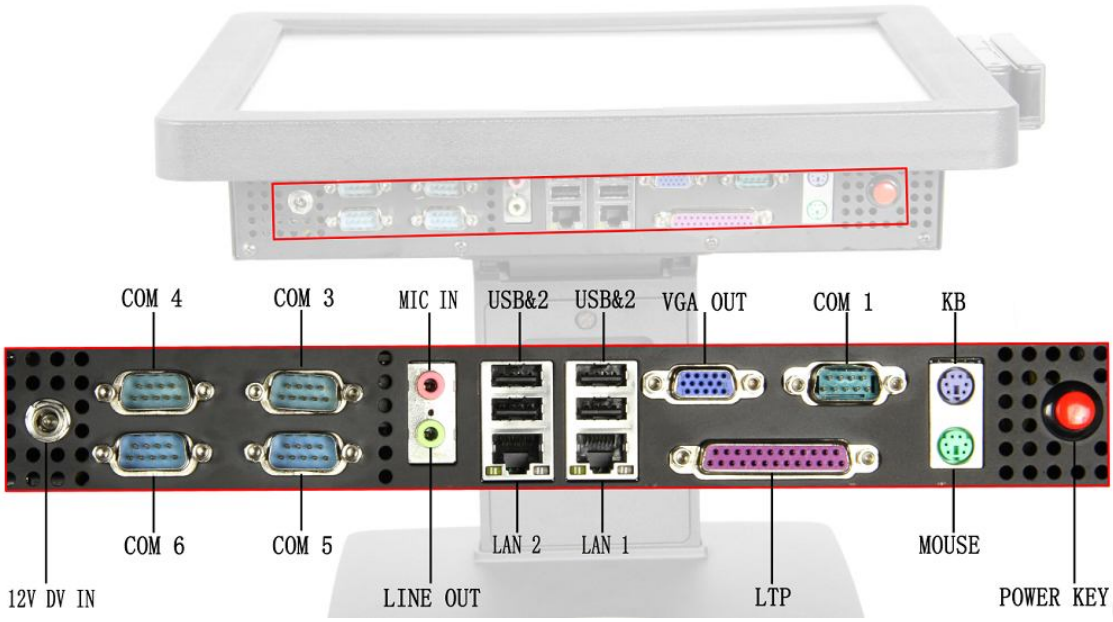
This product is in conformity with the protection requirements of EU Council Directive 89/336/EEC on the approximation of the laws of the Member States relating to electromagnetic compatibility. Logic Controls cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product. This product has been tested and found to comply with the limits for Class A Information Technology Equipment according to CISPR 22 / European Standard EN 55022. The limits for Class A equipment were derived for commercial and industrial environments to provide reasonable protection against interference with licensed communication equipment.

2 Installation Guide

2.1 Appearances

2.2 Rear panel I/O connectors

At the rear panel of the SB9011D is a row of external I/O device connectors detailed as follows:



POWER key: Turn power on/off

MOUSE: Connection to PS/2 mouse

KB: Connection to PS/2 keyboard

LPT: DB25 parallel port for connection to POS printer

VGA: VGA signal output for connection to external monitor

COM 1.3.4.5.6: DB9 port for connection to serial devices

USB: Connection to USB devices

LAN1: RJ-45 Ethernet connection to 100M-bit LAN

LAN2: RJ-45 Ethernet connection to Giga-bit LAN

LINE OUT: Stereo phone jack audio output

MIC IN: Microphone input

12V DC IN: Connection to 12V DC Power Supply

3 Setup and Driver Installation

3.1 Motherboard BIOS settings

The POS terminal has a BIOS (Basic Input Output System) chip on the motherboard. Every time you start the terminals, the system will first run the BIOS self-test routine to check the main components of the system to ensure it is working properly.

The terminal is loaded with default BIOS settings in the factory. Please do not change the parameters in the BIOS unless necessary.

In the following situations, you need to run the BIOS setup:

1) Error message appears on the screen during the system self-test and requested to enter BIOS setup.
   a. Press F1 to run setup; or
   b. Press F2 to load default values and continue

2) If you need to change the factory default settings to customized application requirements.
   a. During system boot, hit DEL key to enter BIOS setup.
   b. If the message disappears before you respond to, you can turn off the machine and restart the computer. You can also press <Ctrl> + <Alt> + <Del> to restart.

Control keys

<↑> Move up

<↓> Move down

<←> Move left

<→> Move right

<Enter> To select this option

<Esc> To exit the menu or to return to the main menu from the submenu

<+/PU> Increase the value or change selection

<-/PD> Reduce the value or change selection

<F1> Help, only available in the status menu and select templates menu

<F9> To load defaultl settings

<F10> To store settings and exit the CMOS SETUP program

Main CMOS Setup Menu

System Overview		Item Help
IP25X2 BIOS VER:1.00	2011-06-20	
AMIBIOS		
Version :08.00.15		
Built Date:06/20/11		While entering setup
ID:LIPVB8106		BIOS auto detects the
System summary		Presence of SATA
IDE Device	Not detected	Device. This displays
CF Disk Device	Not detected	The status of auto
SATA1 Device	Hard Disk	detection of SATA
SATA2 Device	Not Detected	devices.
System time (hh:mm:ss)	12 : 34 : 56	
System date (mm:dd:yy)	Fri 10/26/2012	
Language	English	
System Overview		
IP25X2 BIOS VER:1.00	2011-01-05	
AMIBIOS		
Version :08.00.15		
F1 Help ↑↓ Select Item +/- Change Values F9 Setup Defaults		
Esc Exit ←→ Select Menu Enter Select Sub Menu F10 Save and Exit		

Advanced Settings Menu

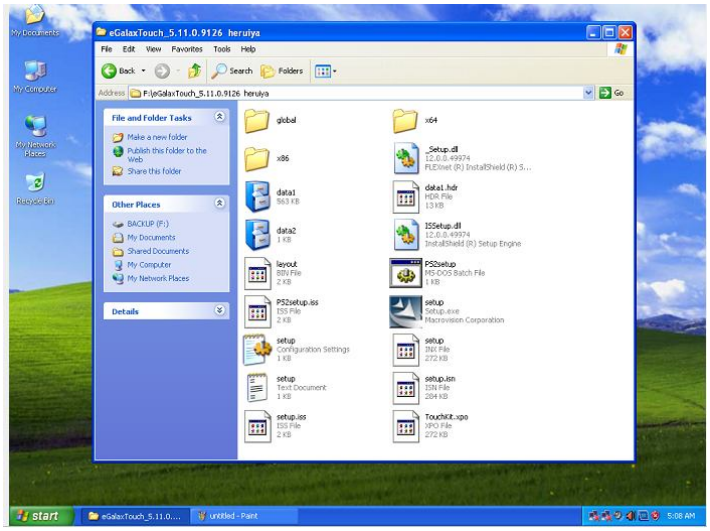
Advanced Settings	Item Help
WARNING: setting wrong values in the below sections may cause system to malfunction	Configure CPU
CPU Configuration	
Supper IO Configuration	
Hardware Health Configure	
ACPI Configure	
USB Configuration	
APM Configuration	
F1 Help ↑↓ Select Item +/- Change Values F9 Setup Defaults	
Esc Exit ←→ Select Menu Enter Select Sub Menu F10 Save and Exit	

Exit Menu

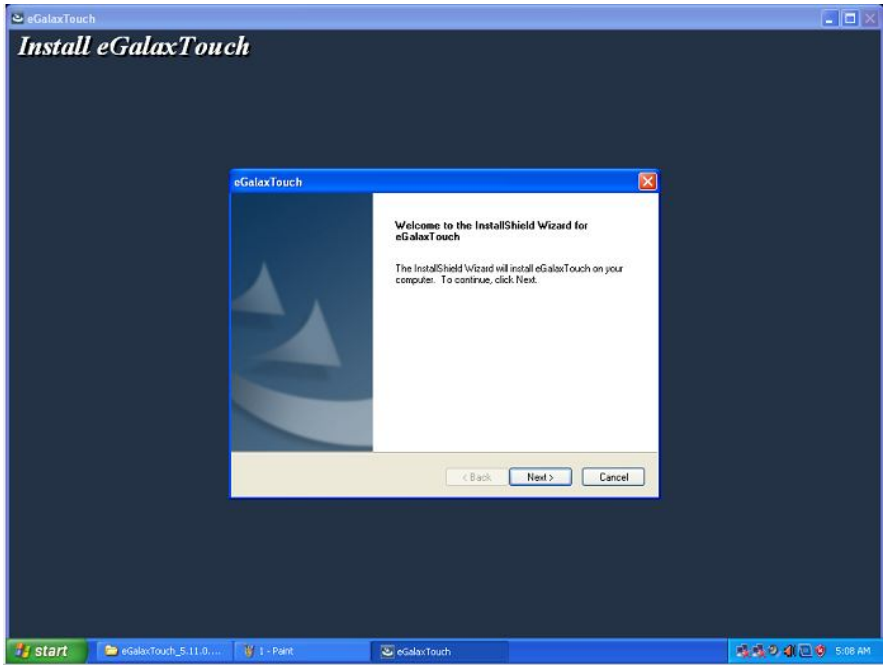
Exit options	Item Help
Save Change and Exit Discard Change and Exit Discard Change Load Optimal Default	Exit system setup after saving the changes.
F1 Help ↑↓ Select Item +/- Change Values F9 Setup Defaults Esc Exit ←→ Select Menu Enter Select Sub Menu F10 Save and Exit	

3.2 Touch screen driver installation:

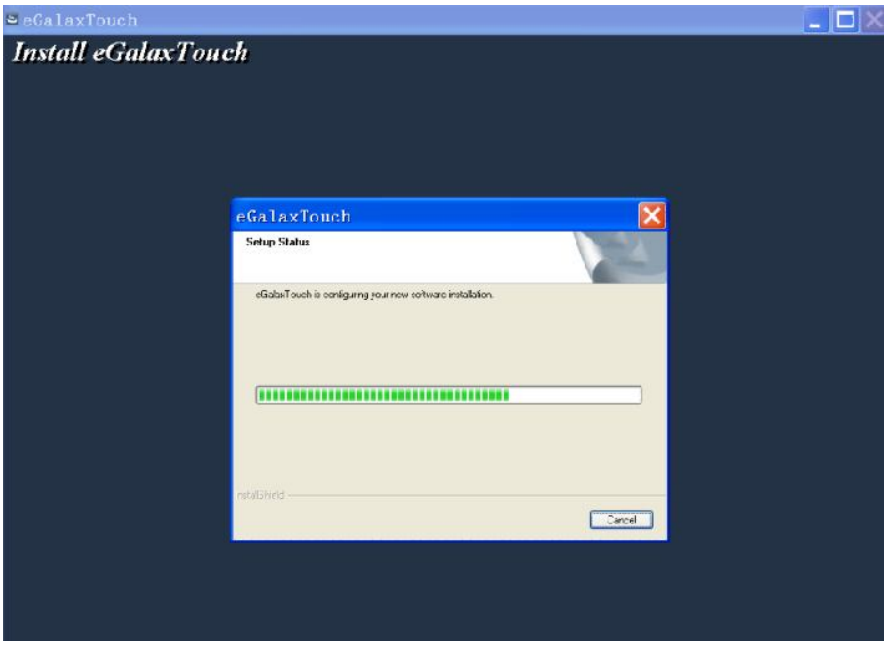
Step 1: Navigate to the installer directory to find the setup.exe file. Double-click on "setup.exe" to start installation.



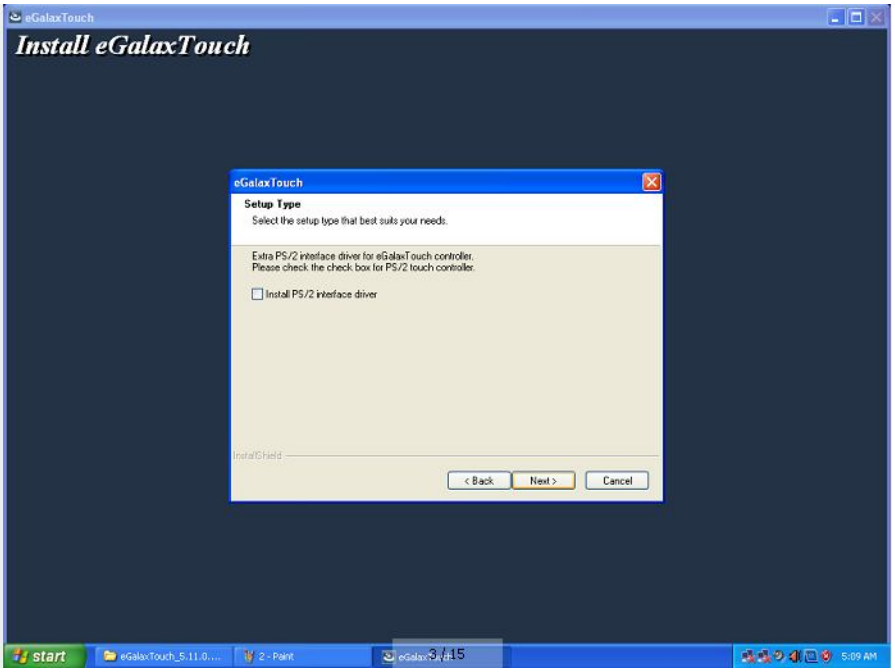
Step 2: When installation starts, click [Next] to proceed to the next step.



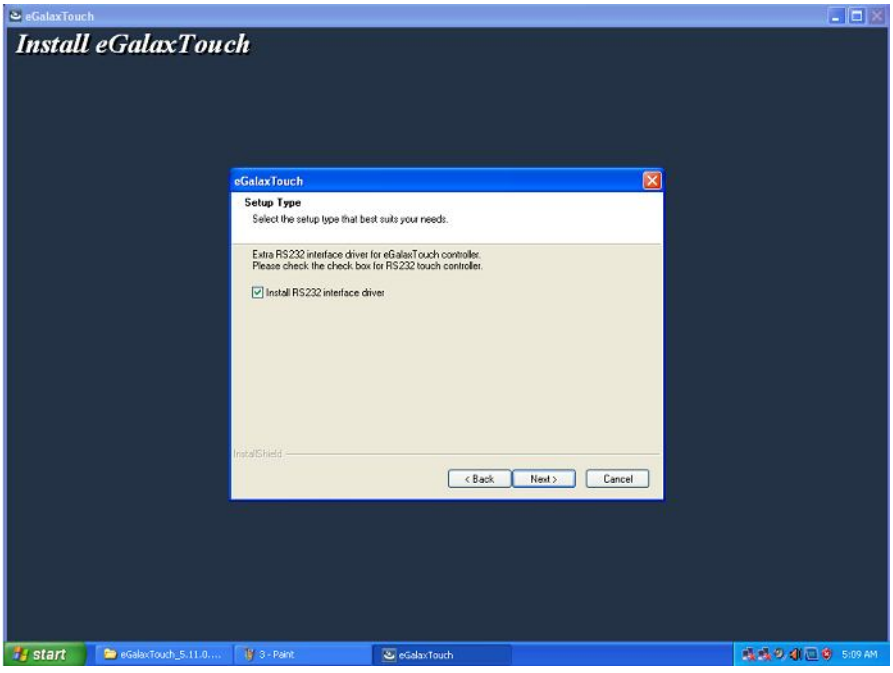
Step 3: Installation in progress



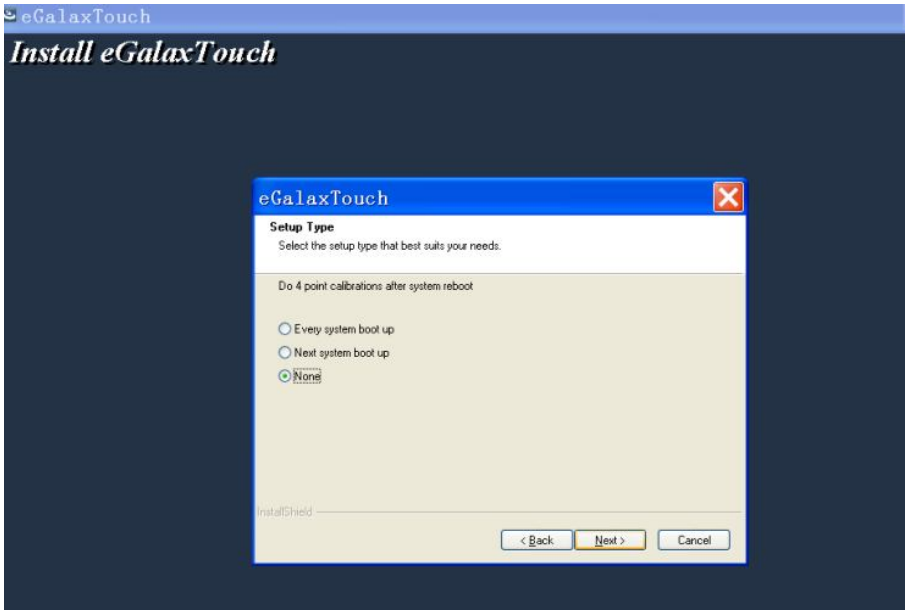
Step 4: Uncheck “Install PS/2 interface driver” and click [Next] to continue installation.



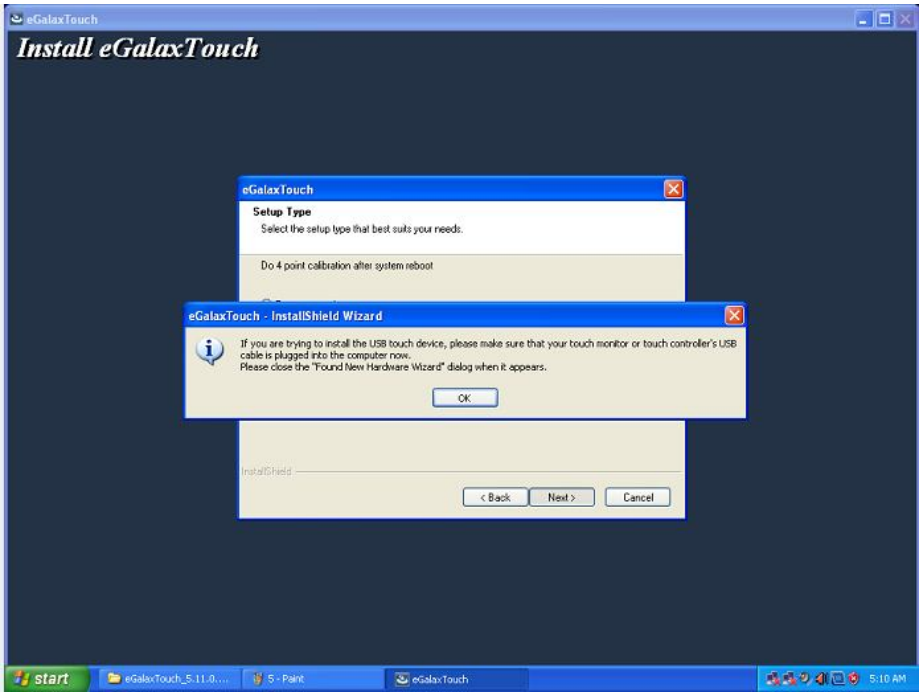
Step 5: Uncheck “install RS232 interface driver” and click [Next] to continue installation.



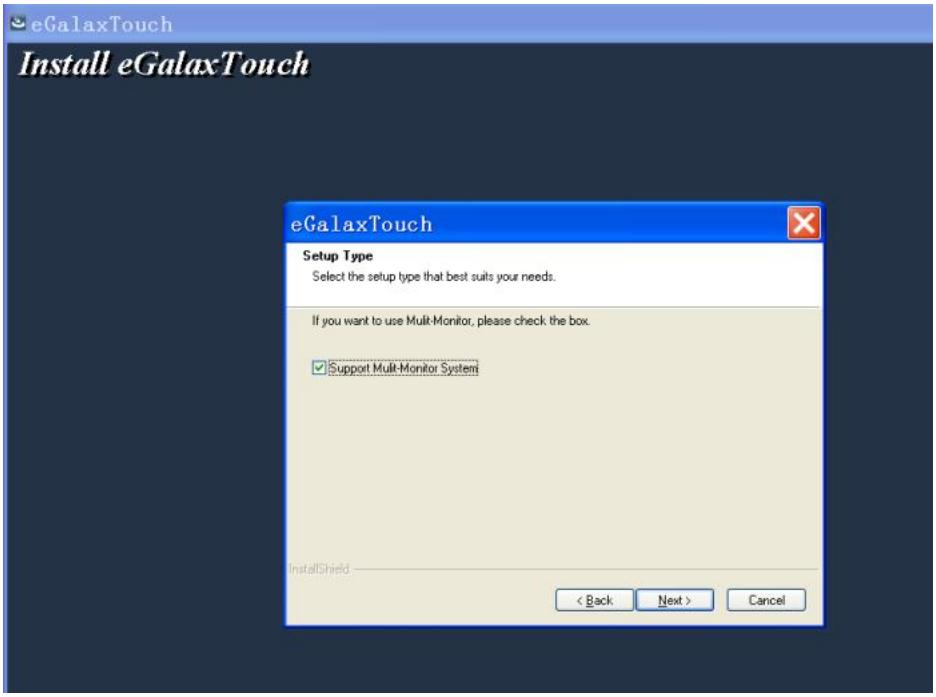
Step 6: Select option “NONE”, click [Next] to continue installation.



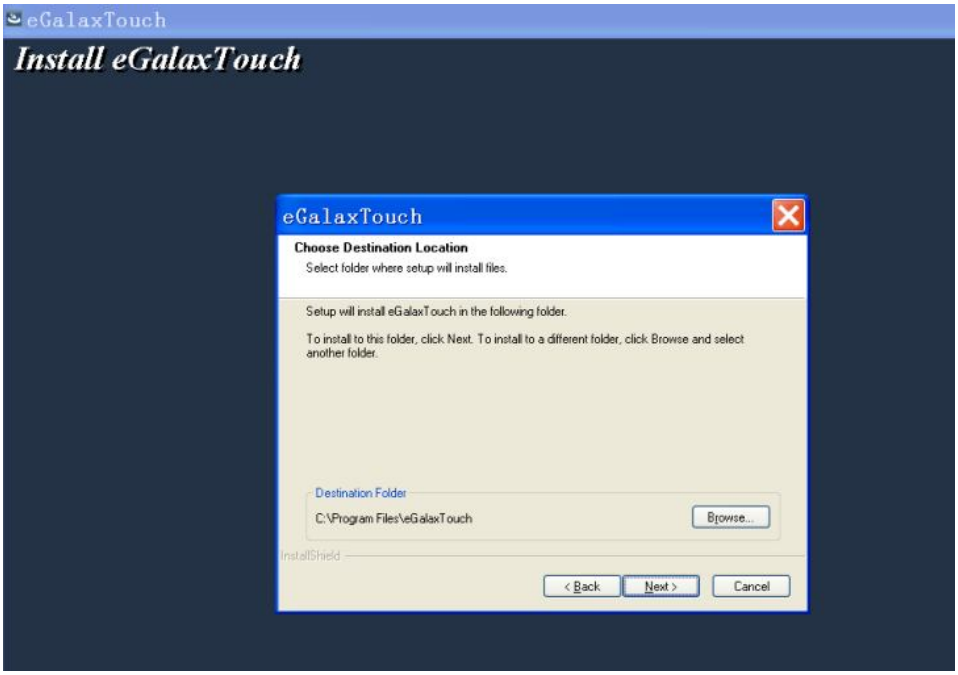
Step 7: When installing USB touch, please connect the USB controller and USB cable


eGalaxTouch
Install eGalaxTouch
eGalaxTouch
Setup Type
Select the setup type that best suits your needs.
Do 4 point calibration after system reboot
eGalaxTouch - InstallShield Wizard
If you are trying to install the USB touch device, please make sure that your touch monitor or touch controller's USB cable is plugged into the computer now.
Please close the "Found New Hardware Wizard" dialog when it appears.
OK
InstallShield
< Back
Next >
Cancel
start
eGalaxTouch_5.11.0....
5 - Paint
eGalaxTouch
5:10 AM

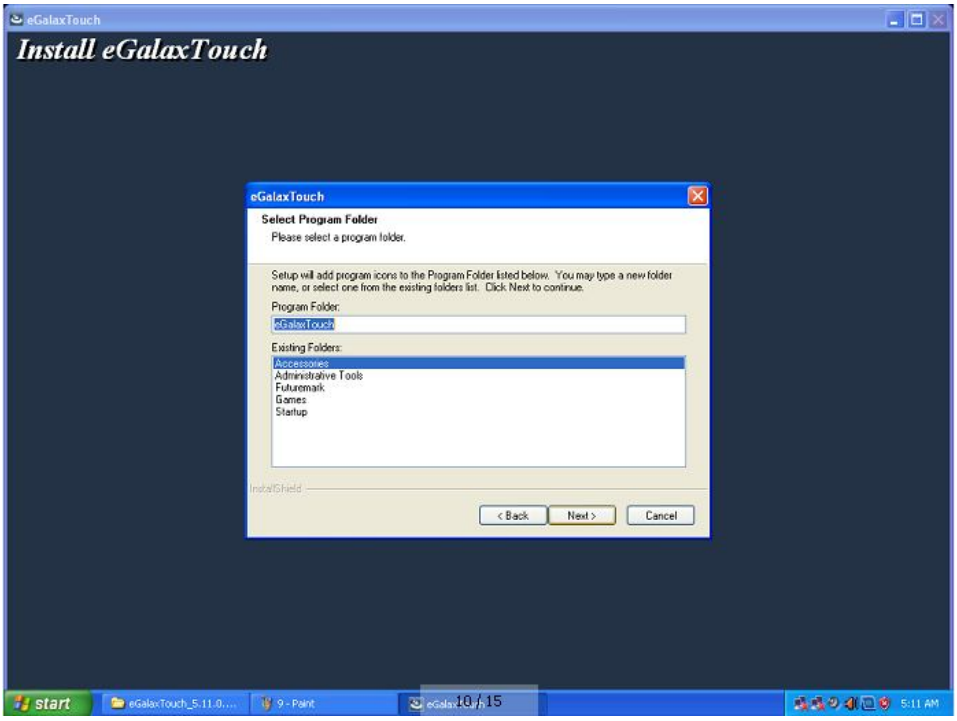
Step 8: If there are additional touch monitors connected, please check “Support multi- monitor system”.



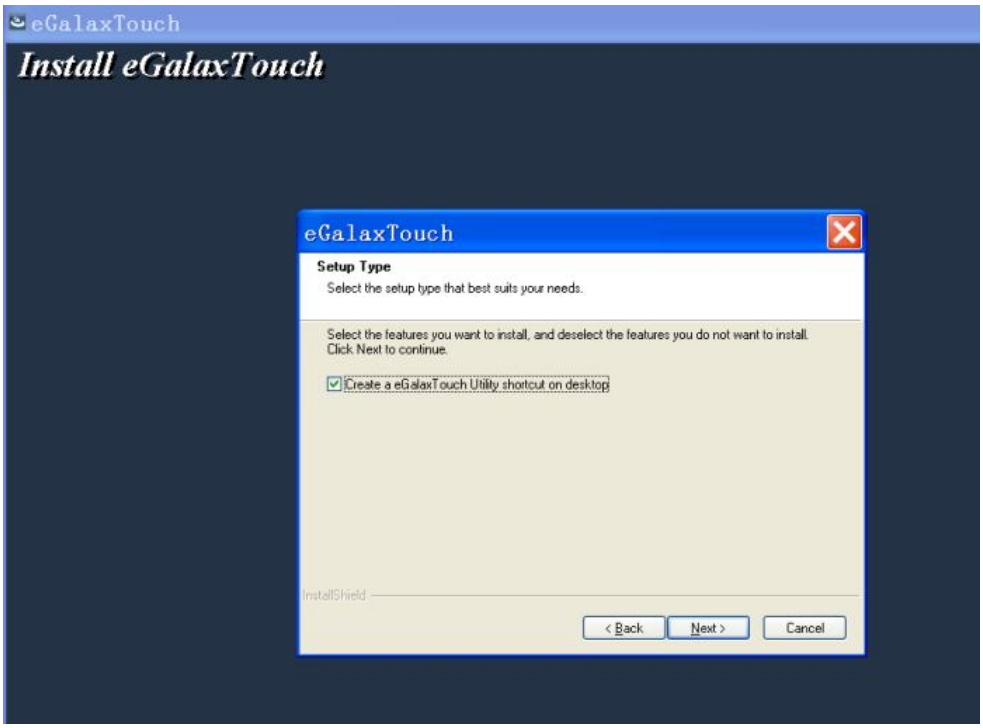
Step 9: Select the destination location to install the touch driver. The default path is “C: \ Program Files \ eGalaxtouch”. Click [Next] to continue installation.


eGalaxTouch
Install eGalaxTouch
eGalaxTouch
Choose Destination Location
Select folder where setup will install files.
Setup will install eGalaxTouch in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\Program Files\eGalaxTouch
Browse...
InstallShield
< Back
Next >
Cancel

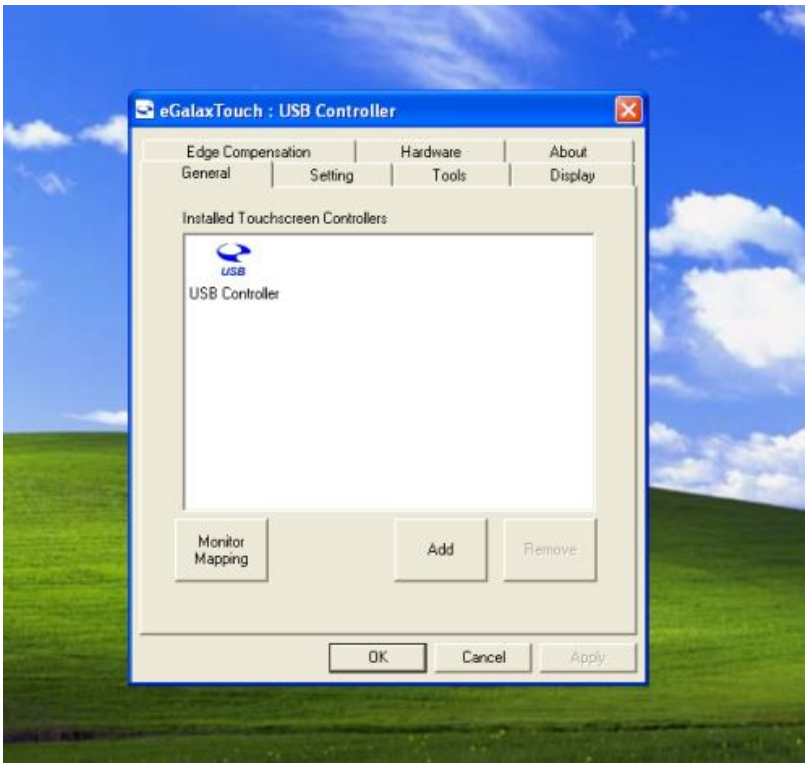
Step 10: Select the Program Folder to install the utility. The default is "eGalaxtouch". Click [Next] to continue installation.



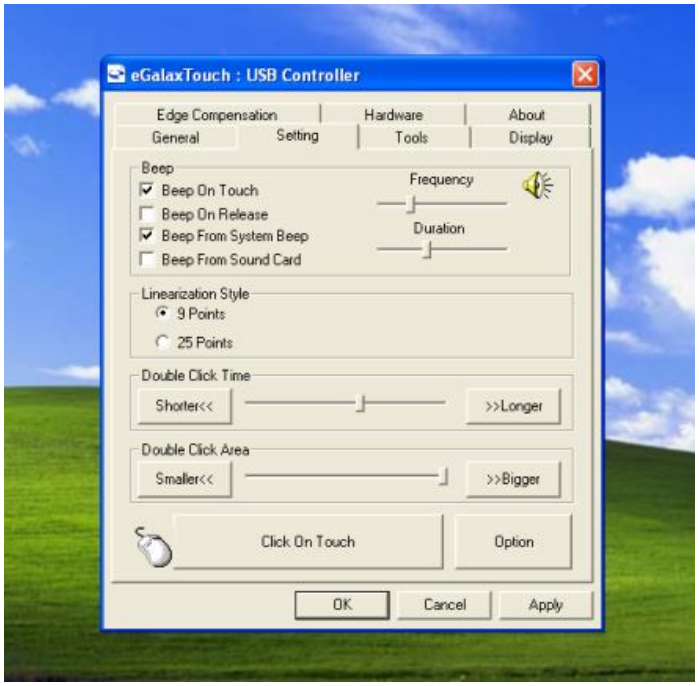
Step 11: Check the option to create a desktop shortcut icon.


eGalaxTouch
Install eGalaxTouch
eGalaxTouch
Setup Type
Select the setup type that best suits your needs.
Select the features you want to install, and deselect the features you do not want to install. Click Next to continue.
Create a eGalaxTouch Utility shortcut on desktop
InstallShield
< Back
Next >
Cancel

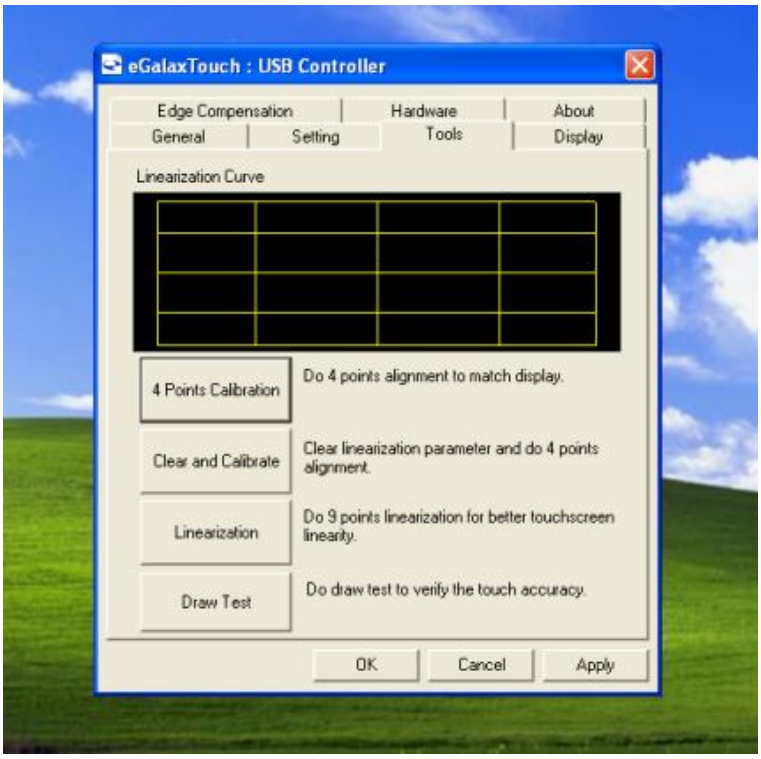
After install the driver successfully, identify the USB controller is installed as shown below.



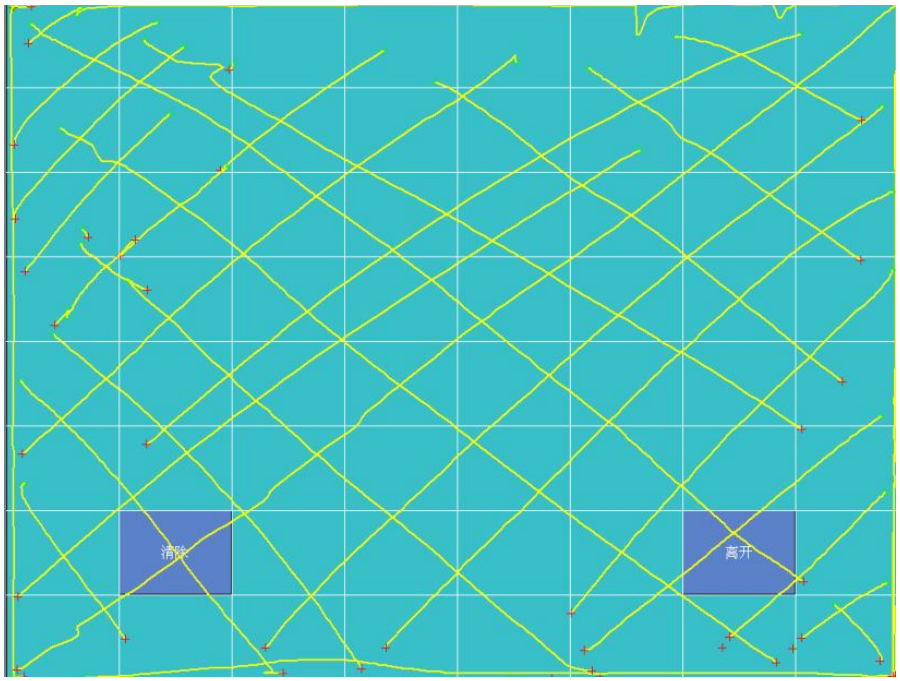
Touch function settings



Touch calibration



Touch device line test



4 Troubleshooting

1) Terminal does not boot

If the terminal cannot boot after repeated pressing of the power switch when connect to the power, the terminal power light remains off, the fan does not operate, and the BIOS beeping is not heard, it might be power supply problems.

(a) Check the power adapter is plugged in correctly to the power outlet.

(b) Check the connection between the terminal and the power adapter, and then re-boot the machine.

(c) If the terminal is working in high temperature environment that causes the terminal automatically shut down in protection mode, please disconnect the power of the machine. Wait until environment temperature has dropped and restart.

(d) If the terminal does not boot after a sudden power failure or illegal shutdown, unplug the adapter from the terminal, and press the power button several times. Then plug in the adapter and boot again.

(e) If the adapter light blinks or go off, unplug the adapter immediately and do not plugged in again. Contact with our products service center.

2) The terminal automatically restart (or shutdown)

If terminal is frequently automatic shutdown or auto-boot during operation (or boot up),

(a) Check the power supply is connected properly; make sure the plug is not loose and contacts are in good condition;

(b) Check if the AC line voltage is stable;

(c) A sudden power failure or improper shutdown may cause this problem. Press F8 to boot system into safe mode and debug.

(d) If any new hardware is added or replaced that caused this problem, remove

the hardware and reboot;

(e) If the above steps do not resolve this problem, reinstall the operating system.

3) The touch screen does not respond

(a) Remove the touch driver and then install it again.

(b) Execute the “eGalaxTouch utility and check if the interface port is working.

4) When touching the screen, cursor always returns to a fixed position.

(a) Check if there is anything pressing on the touch screen.

(b) Other high power or high frequency equipment may affect the screen or controller. Make sure that the touch screen is away from the high-voltage equipment.

(c) The touch screen driver is not installed correctly, install the driver (please refer to the "Touch Screen Setup") and run a 25-point calibration.

5) Touch screen is not accurate

Please run the touch screen calibration program with a 25-point recalibration, we also recommend you to do this after change the monitor resolution or refresh rate. When running the calibration, touch the center of calibration point to assure accuracy.

6) The cursor moves opposite to the touch movement

(a) Run the 4/9/25 point calibration.

(b) The touch screen driver is not installed properly, reinstall the driver.

7) The cursor fixed at the edge of LCD

(a) Check if the edge of the screen is being pressed by something.

(b) Check the edges of the LCD if there is anything jammed in the front bezel.

(c) Make sure the touch screen is clean.

8) The cursor in the touch screen can only move in a small area or touch positions are inaccurate.

(a) This situation usually occurs first time after installing the driver. Please run the touch screen calibration program. We also recommend you to do this after changing monitor resolution.

(b) Run the touch screen calibration program to do a 25-point recalibration.

5 Specifications

MODEL	SB9011D 15" All-in-one Touch POS Terminal
Main Board	
CPU	Intel Atom Processor, D525 dual core 1.8GHz
Chipset	D525 + CH8M chipset
Memory	DDR3 1066/1333, up to 4GB
Storage	SATA 2.5 inch Hard Disk Drive, 160GB or higher
Display	
LCD panel	15" TFT LCD
Resolution	1024x768
Brightness	250cd/m^2
Touch Screen	5-wire resistive touch
View Angle	Horizontal: 140° Vertical: 130°
Tilting Angle	0 to 90°
I/O Ports	
External DC Input	1x DC jack
PS/2 Ports	1x PS/2 mouse, 1x PS/2 keyboard
Serial Ports	5x DB9 serial ports (COM1, COM3-COM6)
Parallel Port	1x DB25 parallel port
VGA	1x DB15 2nd video VGA connector
LAN	2x RJ45, (1x 100Mbit, 1x 1Gbit)
USB	4x USB 2.0
Audio	1x audio out, 1x mic in
Environment	
Operating Temperature	0°C to 40°C
Storage Temperature	-20°C to 60°C
Relative Humidity	8% to 80% non-condensing
Electrical (External Power Adapter)	
Input	100 to 250VAC, 50 to 60Hz AC 2.5A
Output	DC 12V 7A
Power Consumption	35W max
Mechanical	
Packing Dimensions	460x420x240mm
Weight	NW 6.5Kg, GW 8.5Kg

6 Limited Warranty Policy

The SB9011D POS terminal features a one-year-limited warranty with free change in the first 2 months from the date of purchase. If product is determined to be defective, we will repair or replace the product with refurbished or remanufactured parts or components during the warranty period.

This warranty is valid only for the first consumer purchaser.

This warranty does not cover cosmetic damage or damage due to acts of God, accident, misuse, abuse, negligence, commercial use or modifications of, or to any part of the product.

This warranty does not cover damage due to improper operation or maintenance, connection of improper voltage supply, or attempted repair by anyone other than a facility authorized by us to service the product. This warranty does not cover irregular pixel performance on the screen, and damages result due to delivery or improper shipping. This warranty does not cover product sold AS IS or WITH ALL FAULTS, and failure to follow instructions supplied with the product.

This warranty is invalid if the factory-applied serial number has been altered or removed for the product and broken security seal.

The customer must have model number, serial number, and original proof of purchase in the form of a bill of sales or receipt invoice, which is evidence that the unit is within the warranty period, must be presented to obtain warranty service. Our helpful technical support and customer service staff will attempt to correct any minor issues that might be causing the product failure. If the technical service or customer representative is unable to fix the issue by phone, a return material authorization (RMA) number will be issued. Along with the proof of purchase and the RMA number, the customer can ship the defective unit back to us Once the defective unit is received, and tested, we will ship a replacement unit back to customer. It is the responsibility of the customer to properly package the terminal with plugs, power supply, etc.

We shall not be liable for the loss of the use of the product, inconvenience, loss or any other damages, direct or consequential, arising out of the use of, inability to use, or any claim against the customer by any other party. Some regions do not allow exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

SB9011D All-in-one Touch POS terminal

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